



221136-2006-222-C
221135-2006-223-C
221137-2006-520-C

January 11, 2010

Charles Terreni, Chief Clerk and Administrator
Public Service Commission of SC
101 Executive Center Drive, Suite 100
Columbia, SC 29210

C. Dukes Scott, Executive Director
SC Office of Regulatory Staff
1401 Main St. Suite 900
Columbia, SC 29201

Re: Quarterly Quality of Service Reports, 2009-4th Quarter
Hargray Telephone Co., Inc.; Bluffton Telephone Co., Inc; & Hargray, Inc.

Dear Public Service Commission:

Enclosed, please find the Quarterly Quality of Service Reports for the above referenced Company's.

We feel the information contained herein is market specific competitive information, and request the enclosed "trade secret" version be kept confidential and not available for public inspection. Accordingly, we have enclosed a "public disclosure" document of this report.

Should you have any questions or concerns regarding this information, please contact the undersigned directly at (843) 686-1256.

Sincerely,

Cissy Zareva
Regulatory Assistant
Hargray Communications Group, Inc.

Enclosure(s)

221137

PUBLIC DISCLOSURE

PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA

CLEC QUARTERLY SERVICE QUALITY REPORT

SOUTH CAROLINA REGULATED OPERATIONS

COMPANY NAME HARGRAY, INC.QUARTER / YEAR Q4 / 2009Reporting Month → OCTOBER NOVEMBER DECEMBER

Number of Customer Access Lines Provided:

via Resale →

via UNE-P →

via Other Methods →

Total Line Count →

Trouble Reports / Access Line (%) →
Objective: <7%

%

Customer Out of Service Clearing Times(→
(Objective: > 85% w/in 24 hrs)

%

New Installs Completed w/in 5 Days(→
Objective: > 85% w/in 5 working day

%

Commitments Fulfilled(→
Objective: >85%

%

Explanation for Objectives Not Met:

Does your company use its own switching facilities
to provide services within South Carolina?

→ YES NO

Person Making Report / Contact Information:

